

July 24, 2017

## MEDICAID ALERT

**TO: All Providers**  
**SUBJECT: New Centralized Intake Call Center Phone Number**

The South Carolina Department of Health and Human Service (SCDHHS) Community Long Term Care (CLTC) centralized intake call center telephone number will change to (888) 971-1637, effective Monday, July 31, 2017.

This call center is used to make referrals for long term care waiver services, Children's Personal Care Service, nursing home placement, nursing facility conversion, incontinence supplies, the Home Again program, Pre-admission Screening Resident Review (PASRR) and the Tax Equity and Fiscal Responsibility Act (TEFRA), also known as Katie Beckett children's Medicaid.

Effective, Monday, July 31, the new CLTC referral toll-free number is (888) 971-1637.

In addition to the centralized intake call center line, providers or individuals may also continue to make referrals using the electronic referral. The process for electronic referrals has not changed.

### Electronic Referrals

[https://phoenix.scdhhs.gov/cltc\\_referrals/new](https://phoenix.scdhhs.gov/cltc_referrals/new)

### New CLTC Centralized Intake Telephone Number

**(888) 971-1637**

CLTC referrals may be made by anyone with knowledge of the individual's needs and the permission of the person being referred. Applications, or referrals, may be made online at [https://phoenix.scdhhs.gov/cltc\\_referrals/new](https://phoenix.scdhhs.gov/cltc_referrals/new) or by calling toll-free (888) 971-1637.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.